

CHS is Recruiting a Helpline Supervisor (Modestly Remunerated, Part-Time Role)

The Community Help Service (CHS), a Brussels-based mental health organisation, is seeking a qualified mental health professional to join our team as a Helpline Supervisor. This is a modestly remunerated, part-time position that offers a meaningful opportunity to support the emotional wellbeing of others while working with a committed team of volunteers.

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To apply, email: vacancies@chsbelgium.org

The 24/7 CHS Helpline provides confidential support to English speakers in Belgium and, increasingly, internationally. Callers often struggle with anxiety, stress, depression, loneliness, and other mental health challenges, including – in some cases – suicidal thoughts. Our callers span all age groups, with a growing number of adolescents and children reaching out for support.

The Helpline is staffed entirely by trained volunteers, and the Supervisor plays a vital role in supporting them.

Responsibilities include coordinating recruitment, training, and supervision, offering one-to-one support, facilitating regular team meetings, and co-chairing monthly Helpline Committee meetings. Supervisors also help monitor service quality and team wellbeing, contributing to the overall resilience and effectiveness of the Helpline.

We are looking for candidates with:

- A university degree in psychology, social work, or a related mental health field (strongly preferred).
- At least five years of clinical experience.

- Prior supervisory experience, and experience with training or Helpline work are an advantage.
- Strong interpersonal and organisational skills, and a collaborative, compassionate approach.

This is emotionally demanding work, but also deeply rewarding. Supervisors help volunteers navigate the challenges of supporting people in distress and are crucial to sustaining the emotional health and high standards of the Helpline team.

The time commitment is flexible and designed to fit around other professional or personal obligations. Amounting to around 20 hours per month, It includes:

- attending biweekly team meetings of between 1.5 and 2.5 hours
- approximately 4 hours a week for support conversations, mentoring, supervision, and training, at times convenient for the Supervisor.

Supervisors are appointed for a renewable term of three years and serve as ex-officio members of the CHS Council. Remuneration is modest, in line with the non-profit and volunteer-based nature of the Helpline, and suited to professionals who are motivated by purpose and impact.

If you are passionate about mental health support and want to make a meaningful contribution to a supportive, volunteer-led organisation, we would be pleased to hear from you.

To apply or request further information, please contact:

vacancies@chsbelgium.org